Service Order Status (SOS)

Business Description

Background: The Service Order Status (SOS) process allows the client to retrieve service order and
dispatch status information. Service Order Status can be obtained for both orders that require field visits
and orders that don't require field visits. Updates to status information are made throughout the day.
At this time, this transaction retrieves status for Basic Exchange Resale, LINK, PORT, and DNCF. It does
not retrieve status for Special Services orders such as Private Line or Multi Wire Center Circuits.
During the life of a service order, its status may need to be checked. A copy of the order can be accessed to determine:

- if more information is needed
- the dispatch status
- any technician narrative
- etc.

The service order number and telephone number are needed to access the information.
Process Name: Service Order Status (SOS).
(Note: SOS is also known as Provisioning Order Status (POS) on the Toolbar.)
Process Overview: Allows a client to obtain service order status for a given service order and telephone
number.
Process Description: The client sends the service order number and the telephone number. The client
receives detailed status information.
There are two types of information that could be returned to the client.

- If the service order is still in process, all the pending service order information will be returned.
- If the service order has been completed and its information has been archived (normally four days after the service order has been completed), the archive information will be returned. The archive information can be identified by element names that contain "ARCHV" or "IFST" in the name.

Business Rules:
Header information is required. The CLEC's Operating Company Number (OCN) (in the CLNT_UUID), the service order number (SO_NBR), and the telephone number (SO_TN) are required.
The CLEC may only retrieve status for their own orders, as indicated by the OCN found in the CLNT_UUID.
The CLEC must have already placed a service order and retained the service order number.

Event List

Input Event 1130 (SOS Request by OCN) yields one of the following:
Output Event 1131 (SOS Response)
Output Event 9999 (Error)

SOS Request by OCN (1130)

Event 1130 - SOS Request by OCN (SOSByOCNReq_t)

Name Type
XDR
Length Description
Header Header_t Refer to LSPWest Structure Definitions.
SO_NBR opaque 10 Service Order Number
SO_TN opaque 11 Telephone Number; NPANXXLLLL

SOS Response (1131)

Event 1131 - SOS Response (SvcOrdStsResp_t)
Name Type
XDR
Length Description
Header Header_t Refer to LSPWest Structure Definitions.
SosArray PbodSosArray_t SOS Data Array.
Refer to LSPWest Structure Definitions.
RetSts RetStsArray_t Returned Status Information.
Refer to LSPWest Structure Definitions.
DsplyBlkWrk DsplyBlkWrkArray_t Bulk Work Load Array.
Refer to LSPWest Structure Definitions.

Error Messages

The following error messages are for Service Order Status (SOS).
2004 5500 5501 5502 5503 7420 7421 7422 7423 7424 7499
Refer to “Appendix A. LSPWest Messages” for details.